

High-Speed **2go**TM

Quick Start Guide & Device User Manual

3G Mobile Broadband Device



Welcome

Here's your new Comcast 3G Mobile Broadband device! With the Comcast 3G Mobile Broadband device and High-Speed 2go service, you can connect to the Internet from virtually anywhere you work and play.

Your Comcast 3G Mobile Broadband device, along with High-Speed 2go service, gives you the ability to access Comcast's High-Speed 2go 3G Mobile Broadband service.

If you have not yet signed up for Comcast High-Speed 2go, please call **1-800-COMCAST (1.800.266.2278)** or go to <http://www.comcast.com/highspeed2go> to establish service before installation.

Package Contents

This 3G Mobile Broadband device package contains the following components:

- Comcast 3G Mobile Broadband device
- Quick Start Guide & Device User Manual
- USB Flex Cable

Note: *The USB Flex cable can assist in improving connection strength as well as providing an alternative means of connecting your Mobile Broadband device to your USB port.*

Minimum Requirements

Hardware/Software:

- At least one active USB port
- **Operating System:**
Windows® Vista, XP (SP2 or later), Windows 7
- **Processor:**
1 GHz (Vista, Windows 7), 300 MHz (XP)
- **RAM:**
2 GB (Windows 7); 1 GB (Vista); 256 MB (XP)
- **Hard Drive Space:**
100 MB (Vista, XP, Windows 7)

Service:

- Comcast 3G Mobile Broadband service

Browsers:

- IE 7 (Vista, Windows 7), IE 5.5 (XP)

Note: *While other browsers are supported by the Comcast Connection Manager, the browsers listed above must be installed on your laptop for optimal Comcast Connection Manager performance.*

High-Speed **2go**TM

3G Mobile Broadband Device

Quick Start Guide



Insert

IMPORTANT:

Before you install this software, uninstall all previous versions of Novatel Wireless software.

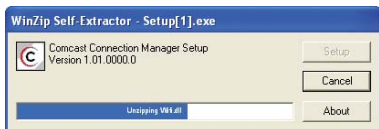
- Disconnect any active Internet connection before inserting the Comcast 3G Mobile Broadband device.
- Insert the 3G Mobile Broadband device into any USB port on your laptop.

Note: *You can also plug the 3G Mobile Broadband device into the USB flex cable, and insert the other end of the flex cable into any USB port on your laptop to potentially improve signal strength.*

- Windows automatically detects the 3G Mobile Broadband device and begins device installation. When finished, a message similar to “Your device is ready to use” or “Your new hardware is installed and ready to use” may display in your system tray. Allow at least two minutes for the device installation process to complete.
- Following device installation, the Comcast Connection Manager software will automatically begin the installation process from the device (Installation process continued on next page).

Install

- When the Comcast Connection Manager software installation automatically starts running from the device, follow the on-screen instructions for installation and configuration.



(Sample Screen – Latest version of the Service Agreement Will Display)

Note: *You can also download the Comcast Connection Manager software at <http://customer.comcast.com/highspeed2go>.*

If your computer does not automatically install the software from the device:

- Browse to the drive designated as “Comcast Connection Manager” in My Computer (or Computer) in your laptop, and double click to open. Double click the Setup.exe icon  to begin installation.
- Click **Run** on your laptop the **Open File—Security Warning** box to launch the installation process.

Install

continued

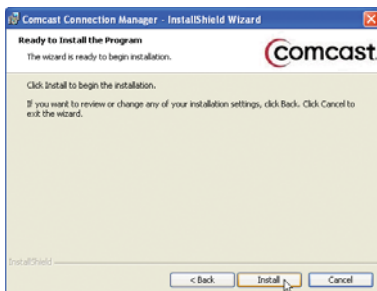
- The **Installation Wizard Welcome** box displays. Click **Next** to continue the installation process.
- Read the Service Agreement. If you accept the terms, click on **I accept the terms in the Service Agreement**. Click on **Next** to continue the application installation process. If you do not accept the terms, you will not be able to install the Comcast Connection Manager resulting in the inability for your device to access the Comcast 3G Mobile Broadband service.



Install

continued

- Click **Next** in the **Destination Folder** box to accept the default destination installation folder, or click **Change** to browse to a different installation folder. Then click **Next**.
- Click **Install** in the **Ready to Install the Program** box to run the installation process.



The Installing Comcast Connection Manager progress indicator displays.



Install

continued

- Click **Finish** in the **InstallShield Wizard Completed** box to complete the installation. It is recommended that you leave the default settings for the **Launch Comcast Connection Manager** and **Use this as my default Wi-Fi management utility** boxes checked.



The Comcast Connection Manager launches automatically when the installation is complete.



Connect

- The Comcast Connection Manager should automatically connect to the Comcast High-Speed 2go 3G Mobile Broadband service. Within 2-3 minutes, the Comcast Connection Manager should display “Connected” status for **Comcast 3G Mobile Broadband service**.



Note: *The Comcast 3G Mobile Broadband device you have selected is for use with the Comcast 3G Mobile Broadband service only. Access to the Comcast 4G Mobile Broadband service requires a different device offered by Comcast.*

High-Speed **2go**TM

3G Mobile Broadband Device

User Manual



3G Mobile Broadband Device Overview

LED Operation

Status	LED Color		
	Red	Amber	Green
No Power	Off	Off	Off
No 3G Service	Solid	Off	Off
Error – Reset Device	Off	Solid	Off
Powered – No data transfer	Off	Off	Solid
Searching for 3G Network	Off	Off	Blinking Slowly
Connected to 3G Network with data transfer	Off	Off	Blinking Intermittently



Troubleshooting

If you have any problems with the Comcast Connection Manager or 3G Mobile Broadband device, or with connecting to the Comcast 3G Mobile Broadband service, verify that your system meets the Minimum Requirements specified in the **Quick Start Guide** portion of this guide. In addition, the following resources are available to you for assistance:

1. You can refer to the Comcast Connection Manager Help by clicking on **Help** from the Comcast Connection Manager Main Menu, and then clicking on **Help** again from the **Help Menu**.



The **Comcast Connection Manager Help Contents** panel displays.



Troubleshooting

continued

2. You can also refer to the Comcast Connection Manager User Manual, which is available in the Comcast Connection Manager program folder on your computer.
3. Explore the Frequently Asked Questions on our Customer Central webpage at:
<http://customer.comcast.com/highspeed2go>.
4. Explore the following partial listing of errors and possible solutions. You can also view a full listing of Troubleshooting scenarios online at:
<http://customer.comcast.com/highspeed2go>.

Potential Troubleshooting Scenarios:

Mobile Broadband device plugged in but nothing happens

If you do not receive a “Hardware has been detected” message on the initial use of the device, verify that your Comcast 3G Mobile Broadband device is fully plugged into the USB port on your computer. Verify that the LED light on your device is on. If not, disconnect and then reconnect the device.

Troubleshooting

continued

Mobile Broadband device reconnected but still nothing happens

If you still do not receive a “Hardware has been detected” message, or no LED light is on, try attaching your device to a USB extension cable and/or inserting the device into a different USB port on your laptop.

Mobile Broadband device inserted in different USB port but still nothing happens

If after successive attempts to securely position the device in the USB port, try inserting other devices into your USB port(s). If your USB port(s) are functional with other devices, record any error messages displayed and contact Customer Care at 1.866.206.2182.

Comcast Connection Manager shortcut not displayed on desktop

If the Comcast Connection Manager shortcut icon does not display on your Desktop, repeat the Comcast Connection Manager installation process. If your second attempt to install the Comcast Connection Manager is not successful, record any error messages displayed and contact Customer Care at 1.866.206.2182.

Troubleshooting

continued

Comcast Connection Manager did not launch after successful installation

Verify that you did not uncheck the “Launch Comcast Connection Manager” checkbox during installation. Attempt to launch the Comcast Connection Manager manually by double-clicking the Comcast Connection Manager icon on your desktop. If the Comcast Connection Manager still does not launch via the manual method, record any error messages displayed and contact Customer Care at 1.866.206.2182.

“Hands Free Activation Failed” message is displayed on the Comcast Connection Manager

To correct this problem, you should Update Your Profile. First click on the network line highlighted in green in the Comcast Connection Manager, and click on the **Disconnect** button to ensure that you have no current network connection.

To Update Your Profile: Click on **Tools** in the Comcast Connection Manager, and then select **Settings** from the **Tools** menu. Click on the **Hardware** tab, and then click on the **Modify** button in the **Mobile Devices** row of the **Hardware** tab. The **Device Properties** page displays. In the Comcast Mobile 3G tab of the Device Properties page, click on the **Update Profile** button in the **Device Configuration** area. After the Profile Update process has completed, unplug and reconnect your Mobile Broadband

Troubleshooting

continued

device, and attempt to reconnect to the network. If you continue to encounter this error, record any error messages displayed and contact Customer Care at 1.866.206.2182.

Mobile Broadband network(s) not active in Comcast Connection Manager

Verify that your Comcast 3G Mobile Broadband device has been installed. If the Comcast Connection Manager has not installed your device, the **Comcast Mobile 3G** line will be completely grayed out in the Comcast Connection Manager main menu screen. If this is the case, disconnect and then reconnect the device.

When attempting to connect to the network, a “PPP” error is received on the Comcast Connection Manager

To correct this problem, you should Update Your Profile. First click on the network line highlighted in green in the Comcast Connection Manager, and click on the Disconnect button to ensure that you have no current network connection.

To Update Your Profile: Click on Tools in the Comcast Connection Manager, and then select Settings from the Tools menu. Click on the Hardware tab, and then click on the Modify button in the Mobile Devices row of the Hardware tab. The Device Properties page displays. In the Comcast Mobile 3G tab of the Device Properties

Troubleshooting

continued

page, click on the Update Profile button in the Device Configuration area. After the Profile Update process has completed, unplug and reconnect your Mobile Broadband device, and attempt to reconnect to the network. If you continue to encounter this error, record any error messages displayed and contact Customer Care at 1.866.206.2182.

I am unable to establish a 3G connection

It is possible that you are not in an adequate coverage area for the 3G network. Connect your device using the USB extension cable and monitor clip. You can also try moving closer to a window if indoors, or to higher ground if outdoors.

I can see a 3G network in the Comcast Connection Manager, but my device does not automatically connect

Try manually connecting by highlighting the Comcast Mobile 3G line in the Comcast Connection Manager and clicking on Connect. If you cannot establish a connection after working through the Troubleshooting scenarios listed above, record any error messages displayed and contact Customer Care at 1.866.206.2182.

If you continue to have issues with your 3G Mobile Broadband device or Connection Manager software, please Contact Customer Care at 1.866.206.2182.

Important Safety Information

Because of the nature of wireless communications, transmission and reception of data can never be guaranteed. Data may be delayed, corrupted (i.e., have errors), or be totally lost. Although significant delays or losses of data are rare when wireless devices such as the Comcast 3G Mobile Broadband device are used in a normal manner with a well-constructed network, they should not be used in situations where failure to transmit or receive data could result in damage of any kind to the user or any other party, including but not limited to personal injury, death, or loss of property.

Novatel Wireless and Comcast accept no responsibility for damages of any kind resulting from delays or errors in data transmitted or received using the Comcast 3G Mobile Broadband device, or for any failure of the Comcast 3G Mobile Broadband device to transmit or receive such data.

- Do not operate the Comcast 3G Mobile Broadband device in areas where blasting is in progress or where explosive atmospheres may be present.
- Do not operate the Comcast 3G Mobile Broadband device near medical equipment, life support equipment, or any equipment which may be susceptible to any form of radio interference, including hearing aids and pacemakers. In such areas, the Comcast 3G Mobile Broadband device must be removed from your computer. It can transmit signals that could interfere with this equipment.

Important Safety Information

continued

- Do not operate the Comcast 3G Mobile Broadband device in any aircraft, whether the aircraft is on the ground or in flight. In aircraft, the Comcast 3G Mobile Broadband device must be removed from your computer. It can transmit signals when operating that could interfere with various onboard systems.
- The driver or operator of any vehicle should not operate the Comcast 3G Mobile Broadband device while in control of a vehicle. Doing so will detract from the driver or operator's control and operation of that vehicle. In some jurisdictions, operating such communication devices while in control of a vehicle is an offense.
- The Comcast 3G Mobile Broadband device must be used in a ventilated environment.
- Do not use the device where two-way radios are prohibited.
- Do not touch the antenna area unnecessarily while connected. This can reduce the signal quality and affect your device's performance.
- Do not use the device at a gas station.
- The device contains sensitive electronic circuitry. Do not expose the device to any liquids, high temperatures or shock.
- Store the device out of the reach of small children. Do not allow children to play with the device. The device may cause injury if used as a toy.

Important Safety Information

continued

- Only use original accessories or accessories that are authorized by Novatel Wireless or Comcast. Using unauthorized accessories may affect your device's performance, damage your device and violate governmental regulations.
- There are no user-serviceable parts inside the device. Unauthorized dismantling or repairing of the device will void the warranty.
- This device generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.
- Do not use the device immediately after a sudden temperature change, e.g., from an air-conditioned environment to high temperature and humidity outside. In such cases moisture could develop inside the device causing internal damage. Unplug the device and wait for 30 minutes before use.
- Close any associated software applications before removing the device.

Regulatory Notice



Federal Communications Commission Notice (FCC – United States) Electronic devices, including computers and wireless modems, generate RF energy incidental to their intended function and are therefore subject to FCC rules and regulations. This equipment has been tested to, and found to be within the acceptable limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a residential environment. This equipment generates radio frequency energy and is designed for use in accordance with the manufacturer's user manual. However, there is no guarantee that interference will not occur in any particular installation. If this equipment causes harmful interference to radio or television reception, which can be determined by turning the equipment off and on, you are encouraged to try to correct the interference by one or more of the following measures:

Regulatory Notice

continued

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and the receiver
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected
- Consult the dealer or an experienced radio/ television technician for help.

This device complies with Part 15 of the Federal Communications Commission (FCC) Rules. Operation is subject to the following two conditions: 1. This device may not cause harmful interference. 2. This device must accept any interference received, including interference that may cause undesired operation.

WARNING: DO NOT ATTEMPT TO SERVICE THE WIRELESS COMMUNICATION DEVICE YOURSELF. SUCH ACTION MAY VOID THE WARRANTY. THE MC760 MODEM IS FACTORY TUNED. NO CUSTOMER CALIBRATION OR TUNING IS REQUIRED. CONTACT COMCAST TECHNICAL SUPPORT FOR INFORMATION ABOUT SERVICING YOUR WIRELESS COMMUNICATION DEVICE.

FCC CAUTION: Any changes or modification not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

MODIFICATIONS: The FCC requires that you be notified that any changes or modifications made to this device that are not expressly approved by Comcast may void your authority to operate the equipment. This Comcast 3G

Regulatory Notice

continued

Mobile Broadband device is approved for use in normal size notebook computers only (typically with 12" or larger display screens). To comply with FCC RF exposure requirements, the Comcast 3G Mobile Broadband device should not be used in configurations that cannot maintain at least 11 mm (approximately 0.43" or 7/16") from users and bystanders; for example, in certain notebook and tablet computers and configurations where the USB connectors are unable to provide or ensure the necessary separation is available between the modem and its users to satisfy compliance.

RF Exposure/Specific Absorption Rate (SAR) Information:
This product has been evaluated for SAR and meets the FCC Guidelines for exposure to radio waves.

FCC Equipment Authorization ID: PKRNVWMC760

Your wireless modem is a radio transmitter and receiver. It is designed and manufactured not to exceed the exposure limits for radio frequency (RF) energy set by the Federal Communications Commission (FCC) of the U.S. Government. These limits are part of comprehensive guidelines and establish permitted levels of RF energy for the general population. The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. The standards include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.

The exposure standard for wireless devices including mobile USB Modems and wireless modems uses a unit

Regulatory Notice

continued

of measurement known as the Specific Absorption Rate, or SAR. Tests for SAR are conducted using standard operating positions reviewed by the FCC with the device under test transmitting at its highest certified power level in all frequency bands. Although the SAR is determined at the highest certified power level, the actual SAR level of the 3G Mobile Broadband device while operating can be well below the maximum value. This is because the Comcast 3G Mobile Broadband device is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output.

Before this device is made available for sale to the public, it must be tested and certified to the FCC that it does not exceed the limit established by the government-adopted requirement for safe exposure. The tests are performed in positions and locations (for example, at the ear or worn on the body) as required by the FCC for each model.

THE FCC HAS GRANTED AN EQUIPMENT AUTHORIZATION FOR THIS COMCAST 3G MOBILE BROADBAND DEVICE WITH ALL REPORTED SAR LEVELS EVALUATED AS IN COMPLIANCE WITH THE FCC RF EXPOSURE GUIDELINES. THE HIGHEST SAR VALUE FOR THIS 3G MOBILE BROADBAND DEVICE WHEN TESTED FOR COMPLIANCE AGAINST FCC STANDARDS WAS 1.53 W/KG USER-LAP POSITION.

Regulatory Approvals

FCC Approval

This device is compliant with parts 15, 22 and 24 of the FCC Rules (FCC ID: PKRNVWMC760).

SAR Value Ratings

1.535 W/Kg (835 MHz – FCC Rules Part 22)

1.47 W/Kg (1900 MHz – FCC Rules Part 24)

Specifications

Mechanical Specifications

Dimensions	2.2 x 0.98 x 0.47 in (57 x 25 x 12 mm)
Weight	0.67 oz (19 g)
Form Factor	USB Series "A" type plug
Antenna Type	Internal

Environmental Specifications

Operating temperature	32° to 131°F (0°C to +55°C)
Storage temperature	-4° to 149°F (-20°C to +65°C)
Humidity	5% - 90%, within operating temperature

Radio Frequency and Electrical Specifications

Interface type	High Speed USB 2.0 compliant
Common air interface	1xEVDO Rev A
Normal current	500mA at normal operation

Notifications

Trademarks

Comcast, the Comcast logo, and High-Speed 2go are trademarks of Comcast. Novatel Wireless and the Novatel Wireless logo are trademarks of Novatel Wireless, Inc. Other marks are the property of their respective owners.

Copyrights

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Customer Limited Warranty

Should the Product, during normal consumer usage conditions, be defective in material or workmanship that results in Product failure within the first twelve (12) month period from the date of purchase, such defects will be repaired or replaced with new or refurbished parts or Products, at Comcast's sole discretion, without charge for parts and labor directly related to the defect(s). This warranty extends to consumers who purchase the product and is not transferable or assignable.

This warranty does not apply to:

- (a) Products subject to abnormal use or conditions, accidents, mishandling, neglect, unauthorized alterations, misuse, improper installation or repair or improper storage;
- (b) Products whose mechanical serial number or electronic serial number has been removed, altered or defaced;
- (c) Damage from exposure to moisture, humidity, excessive temperature or extreme environment conditions;
- (d) Damage resulting from connection to, or use of any accessory or other product not approved or authorized by Comcast;
- (e) Defects in appearance, cosmetic, decorative or structural items such as framing and non-operative parts;

Customer Limited Warranty

continued

(f) Products damaged from external causes such as fire, flooding, dirt, sand, weather conditions, battery leakage, blown fuse, theft or improper usage of any electrical source.

Comcast disclaims liability for removal or reinstallation of the product, for geographic coverage, for inadequate signal reception by the antenna or for communications range or operation of the cellular system as a whole.

When sending your wireless device to Comcast's authorized distributors for repair or service, please note that any personal data or software stored on the device may be inadvertently erased or altered. Therefore, we strongly recommend you make a backup copy of all data and software contained on your device before submitting it for repair or service. This includes all contact lists, downloads (i.e., third-party software applications, games and graphics) and any other data added to your device. Comcast is not responsible for and does not guarantee restoration of any third-party software, personal information or memory data contained in, stored on or integrated with any wireless device, whether under warranty or not, returned to Comcast for repair or service. To obtain repairs or replacement within the terms of this Warranty, please call Comcast at 1-866-206-2182 for instructions on warranties, returns, etc.

Customer Limited Warranty

continued

The extent of Comcast's liability under this warranty is limited to the repair or replacement provided above and, in no event, shall Comcast's liability exceed the purchase price paid by purchaser for the Product. Any implied warranties, including any implied warranty of merchant ability or fitness for a particular purpose, shall be limited to the duration of this written warranty. In no case shall Comcast be liable for any special, consequential or incidental damages for breach of this or any other warranty, express or implied, whatsoever. Comcast shall not be liable for the delay in pending service under this warranty or loss of use during the time the Product is being repaired or replaced. No person or representative is authorized to assume for Comcast any liability other than expressed herein in connection with the sale of this product. Some states or provinces do not allow limitations on how long an implied warranty lasts on the exclusion or limitation of incidental or consequential damage so the above limitation or exclusions may not apply to you. This Warranty gives you specific legal rights, and you may also have other rights, which vary from state to state or province to province.

